

METHOD AND SYSTEM FOR SELF-SERVICE
SCHEDULING OF INBOUND INQUIRIES

ABSTRACT OF THE INVENTION

A method and system schedules inbound inquiries, such as inbound telephone calls, for response by agents in an order that is based in part on the forecasted outcome of the inbound inquiries. A scheduling module applies inquiry information to a model to forecast the outcome of an inbound inquiry. The forecasted outcome is used to set a priority value for ordering the inquiry. The priority value may be determined by solving a constrained optimization problem that seeks to maximize an objective function, such as maximizing an agent's productivity to produce sales or to minimize inbound call attrition. A modeling module generates models that forecast inquiry outcomes based on a history and inquiry information. Statistical analysis such as regression analysis determines the model with the outcome related to the nature of the inquiry. Operator wait time is regulated by forcing low priority and/or highly tolerant inbound inquiries to self service.